

IN THE SPECIFICATION

Please amend the paragraph beginning at line 5, on page 11, as follows.

Fig. 1 is a block diagram of an example resource management system;

Figs. 2A-B are charts illustrating example data in a user database L;

Fig. 3 is a chart illustrating example data in a deficiency database M;

Fig. 4 is a chart illustrating example data in a deficiency database M;

Figs. 5A-B are charts illustrating example data in a deficiency database M;

Fig. 6 is a chart illustrating example data in a deficiency database M;

~~Fig. 7 A-B is~~ Figs. 7A-F are a chart illustrating example data in a deficiency database M;

Fig. 8 is a chart illustrating example data in a resource characteristic database N;

Fig. 9 is a chart illustrating example data in a resource characteristic database N;

Fig. 10 is a chart illustrating example data in a resource characteristic database N;

Figs. 11A-B are a chart illustrating example data in an enterprise resource database O;

Figs. ~~12 A-G~~ 12 A-L are a chart illustrating example data in an enterprise resource database O;

~~Figs.~~ Fig. 13 is a chart illustrating example data in an enterprise resource database O;

Figs. 14A-B are a chart illustrating example data in an enterprise performance database P;

Fig. 15 illustrates the interrelationship of Figs. ~~16A-E~~ 16A-F;

Figs. ~~16A-E~~ 16A-F are a data flow diagram illustrating an example resource management system;

Fig. 17 is a flow chart describing an example purchasing process for a resource; and

Fig. 18 is a chart illustrating an example determination of product life and expected failure mode.

Please amend the paragraph beginning at line 13, on page 17, as follows.

Example information for the deficiency database M that illustrates relationships between an operating resource, such as a mechanical seal, with manufacturing resources, such as materials of construction and process fluids, is shown in Figs. ~~7A-7B~~ 7A-7F. In this example, information about the seal 70, such as the materials of construction of glands 71, and sleeves or barrels 72, with the characteristics of the seal, including its metallurgy 73, faces 74 and elastomers 75, are compared for a given process fluid 76. Each combination of characteristics of the two resources may be associated with an impact on the estimated life in comparison to the best in class product. For example, as shown at 77, the example shows a value of 212 days, indicating that this combination of characteristics results in an estimated life that is 212 days less than the best in class. A corrective action for this deficient combination would be identified by the entry in which the estimated decrease in life is zero.

Please amend the paragraph beginning at line 27, on page 18, as follows.

For example, as shown in Figs. 11A-11B, for a human resource, a skill level of an employee for performing different tasks may be tracked as indicated at 1100, and the workforce average skill level 1102 may be tracked. As shown in Figs. ~~12A-12G~~ 12A-12L, information for operating resources, such as each resource seal, may include various specifications of the resource. For a seal, such information may include general design

information 1200, repair and rebuilding procedures 1202, materials of a construction 1204, and other information about the seal. An example for a manufacturing resource as shown in Fig. 13. In this example various system recommendations 1304 for using a specific process fluid 1302 are stored. An example enterprise resource database may include, for example, an equipment database such as described in the ESP application.

Please amend the paragraph beginning at line 19, on page 19 as follows.

Having now described various databases for the resource management system, various components, and their operation, of the resource management system will now be described in connection with Figs. 15, ~~16A-16E~~ 16A-16F and 17. These flowcharts illustrate activities involved for analyzing, buying, using, operating and selling human, operating and manufacturing resources. In general, the databases described above provide the information about the resources, their deficiencies, associated correction actions, costs, suppliers, pricing, etc. Because the database stores this information with respect to a best in class or other solution, improved solutions are readily identified through the database. The following flowcharts describe how the information in the databases is linked together to allow a user to arrive at a solution given the specification of resources and goals and constraints in the enterprise.

Please amend the paragraph beginning at line 14, on page 32, as follows.

A global database of information 3131 may be created by aggregating information from buyers and sellers across a market for all of the user databases L, deficiency databases M, resource characteristic databases N, enterprise resource databases O and

enterprise performance databases P. Each step in the process shown in Figs. ~~31A-31E~~
16A-16F may store information in such a global service.